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Minutes of February 5th CCOC PIE Meeting

Approved by the PIE Committee on 8/20/20.

The Performance Improvement and Efficiencies Committee of the Clerk of Courts Operation Corporation (CCOC) held a meeting via WebEx on February 5th, 2020. An agenda and materials were distributed in advance of the meeting and posted on the CCOC website. Provided below is a summary of staff notes from the meeting. These staff notes are designed to document committee action, not to be a full record of committee discussions. All motions adopted by the committee are in **bold** text. All action items based on committee direction are in **red** and **bold text**.

1. Agenda Item 1 – Call to Order and Approve Agenda

The workshop was called to order by Clerk Tara Greene, Chair of the PIE Committee. Douglas Isabelle, Deputy Executive Director called the roll.

Present for meeting conference call: Clerk Green, Clerk Cooney, Clerk Doggett, Clerk Eaton, Clerk Russell, Clerk Rogers, Clerk Rooks, Clerk Vick, and Clerk Spencer

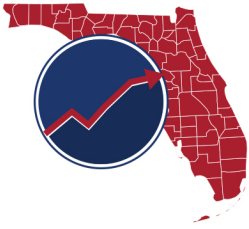
Absent from conference call: and Clerk Timmann

A motion was made to approve the agenda by Clerk Vick and seconded by Clerk Eaton. The motion was approved with no objection.

2. Agenda Item 2 – Review Compliance Education & Training Contract

The meeting was momentarily delayed due to technical difficulties with the call.

Clerk Green identified the next agenda item as the review of an education and training contract. This contract is the result of the successful Compliance Summit identifying the need for additional resources. The PIE Committee put the contract out to bid and the contract was awarded to Compliance Improvement Services (CIS) to assist CCOC staff with revenue compliance training and education. Clerk Green identified that the CCOC needed the additional assistance and manpower to help clerk offices start a compliance program or get up to speed on best practices because there has been a legislative push for uniformity of compliance efforts from clerks.



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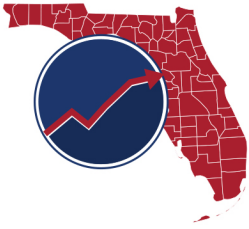
The contract requires the approval of an extension due to the increased involvement of the contractor in the Compliance Summit as well as an increased number of site visits. The contract was signed for 12 months with the option to extend for 2 additional 12-month periods. The CCOC certified that the funds were available to cover the contract extension. The increase of \$21,875 will cover additional expected expenses from March to June of this year.

Five site visits were made before the summit and 5 since the summit. The planned visits for after this meeting included 5 more counties. Education materials were developed for the Compliance Corner page on the CCOC website. The assistance will be long-term as the goal is uniform compliance efforts. There were 14 counties that were awarded special funding for compliance efforts and it would be in the best interest of the PIE Committee to assist counties in putting those dollars to work effectively.

Doug Isabelle thanked the committee for their help and assistance. He also provided more information about the work the contractor has completed, what he has planned, and the interaction between the contractor and CCOC. He also noted the contractor's assistance with the Summit, response to CCOC requests and research in finding out what other states are doing as requested by the Legislative team.

Clerk Russell addressed some concerns about a 70% increase for shorter amount of time and if the commit was provided written reports on post site-visits. Clerk Russell believes 70% is too high for what is being asked. Doug responded to Clerk Russell by explain that the contractor provides fields notes from each site visit, maintains a spreadsheet for continuing visits, and a checklist for best practices. The additional costs are from the increased assistance provided during the summit for presentations and as moderator and preparing for legislative session.

Clerk Russell wanted to know if we had any information from sites that were visited and if they implemented the recommendations and seen any improvement. Doug indicated that it may be too early to tell the impact of the visits. Clerk Russell still had concerns for the increased costs for 6 months compared to the original costs for an entire year. Clerk Green asked for clarification of the increased cost and Doug informed her that his rate did not increase but the additional costs were from additional work but does not include travel costs. Travel costs was a separate amount of the contract and less than half the amount has been expended.



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Clerk Russell expressed her concern that the contractor did not manage his costs correctly or that he just didn't scope the work and costs correctly. Clerk Green asked if he was taking more time or if CCOC asked for more out of him, to which Doug replied that the CCOC was asking for more work. The contractor was scheduled to be at the New Clerk Academy and the Winter Conference. Clerk Russell was concerned because the original RFP was so low but with the extension we are adding so much to the contract. John Dew stated that when Doug came to him about the increased cost, he approved the additional use of the contractor and the additional site visits.

Clerk Vick stated that it feels like the contract had been expanded because the Compliance Summit was never brought up originally. She did not have an issue providing the additional funding because of all the success that have been seen. She did ask that in the future, contract adjustments need to be brought back to committees.

Clerk Timmann noted a similar concern that an RFP is being expanded and whether that would bring up concern from other bidders. Clerk Timmann asked for an estimate of the additional travel costs. Doug Isabelle stated that the contract has a maximum of \$6,000 for travel expenses (hotels and mileage). It is projected that the contractor will spend approximately 60% of travel side at the end of the contract.

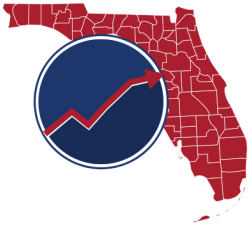
A motion to approve the increase to contract for March through June 2020 for a total increase of \$20,875 was made by Clerk Vick and seconded by Clerk Doggett.

Clerk Doggett asked if it would be an appropriate task for CIS to look into what we already do and what other states do and develop a recommendation for standardized payment plans under this contract. Clerk Green responded that she not sure at that moment. She mentioned that coming out of the most recent legislative session that clerks could be asked to put together a pilot compliance program and that could be done by CCOC staff, piloted counties, or vendors. Doug noted that the contractor helped collect that information and drafted a sample one that is used in Saint Lucie County.

With one nay from Clerk Russell, the motion was adopted.

3. Agenda Item 3 – Review Performance Measures & Standards

Clerk Green reviewed a brief history of the performance measures from a conceptual aspect and noted that not many changes have been made since they were first



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implemented. Clerk Green wanted the Committee to review the current performance measures to decide if they were meaningful or relevant. She noted that there are currently no performance measures related to compliance.

Clerk Doggett agreed that the percentages were easy to meet and should be changed. She also requested that the committee discuss #1: payment plans. She mentioned that the civil traffic measure was hard to meet and should maybe be dropped and a measure added for payment plans. Clerk Timmann agreed with Clerk Doggett and also stated that timely access to records is one of the clerk's biggest vulnerabilities, it is also one of the biggest opportunities for improvement.

A motion to approve option 4, a combination of keeping, amending, or adding measures and standards over the next year was made by Clerk Cooney and seconded by Clerk Timmann.

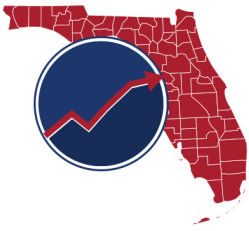
Clerk Russell asked if this committee would come back and determine what would be kept, what would be amended, and what would be added. Clerk Green indicated that after the motion was voted upon the next steps would need to be determined, for example, if the work group would bring a recommendation to the Committee then the Committee would approve before sending to the Executive Council for final approval. Clerk Russell said that she felt the public cares about the timeliness and access to records.

Clerk Spencer wanted to know how changing the standards would benefit Clerks and asked if it would be used in the budget process. Clerk Green responded that she didn't see this as an immediate impact, but an evaluation of the standards to determine if they are appropriate performance measures that clerks should reach. Clerk Spencer also asked if the legislature asked about these measures and the answer is yes. Clerk Timmann agreed stating that the legislature focused on our performance measures and specifically on timeliness.

Clerk Russell asked if Clerk Cooney would be amenable to adding that the first item the committee would look at is the timeliness standard that Clerk Timmann mentioned. Clerk Cooney didn't want to get into that detail and suggested that Clerk Green provide direction when she establishes the workgroup.

With no nay votes, the motion was adopted.

4. Agenda Item 4 – Update on Performance Measure Action Plan Report



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Clerk Green asked Doug Isabelle to explain the new policy and an explanation for the recommended change to the Performance Measures and Action Plan report. Doug explained that the CCOC has to provide this report to the legislature withing 45 days from the end of the quarter, as required by statutes. The Executive Council approved the PIE Chair to work with CCOC staff to compile the action plans and transmit the report to the Legislature. They also approved the CCOC to amend their report to only include the action plans and when reports are not received to notify the District Caucus chairs if needed and footnote the missing counties on the reports.

As of January 24, 2020, the CCOC had received 60 county reports for Timeliness, 57 county reports for Collections, and 58 county reports for Jury Payment. The CCOC is requesting that when counties cannot provide date (for example, due to CMS conversions) to have counties submit a report with zeros and state in their action plan that they will fix it next quarter.

Clerk Green also clarified that a summary of the action performance measures and plans should be provided before the appendices, because a sample was not provided in the packet.

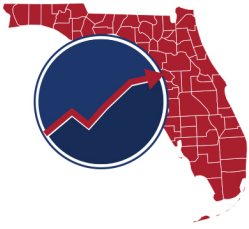
A motion was made by Clerk Cooney to allow counties that have an unforeseen major technical issue reporting to CCOC be allowed to report a zero and correct on a future report. The motion was seconded by Clerk Doggett.

Clerk Russell asked if the policy only applied when a county had a system conversion and not from an outage or any other technical reason. Clerk Green felt all major technical issues, for example panhandle counties that were limited due to the hurricane, be allowed to report zeros. Clerk Cooney suggests if any technical reasons or system issues come up and counties cannot submit reports, enter zero.

The motion was adopted with no nay votes.

5. Agenda Item 5 – Failure to Comply Reporting

Clerk Green provided information regarding the Driver's License Reinstatement Reports which clerks are statutorily required to answer for cases that fail. A workgroup was assembled to determine what parameters should be in place to help clerks know how to report this item.



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Doug review the results of Operation Green Light and reported to recommendation of the workgroup for reporting cases that fail to comply for annual driver license reinstatement events. The report will be sent to the Executive Council for final approval before distributing to all clerks. Clerk Green asked for questions with no one responding.

A motion was made to approve the guidelines for reporting cases that fail to comply for annual driver license reinstatement events by Clerk Russell and seconded by Clerk Cooney. With no nay votes, the motion was adopted unanimously.

6. Agenda Item 6 - Review CFY 2018-19 Annual Collection Agent Report

Doug provided an overview of the report (page 38 of the packet) before Clerk Green asked for committee approval. Clerk Green asked if anyone had questions or comments. No one had questions or comments. Upon Committee approval, the report will be sent to the Executive Council for final approval and published to the CCOC website.

A motion was made to approve the report by Clerk Cooney and seconded by Clerk Russell. With no nay votes, the motion was unanimously adopted.

7. Agenda Item 7 – Output Form Amended for Small Claims

Clerk Green asked CCOC staff member Marleni Bruner for a summary of the revised form due to a recent law change. Marleni stated it was section A6 on the Outputs form that was changed. The revised form is ready to go out after the meeting. She also pointed out that the form will not need to go before the Executive Council.

8. Agenda Item 8 – CFY 2018-19 Workload Year-In-Review

Clerk Green identified this agenda item is for informational purposes. Doug provided an overview of the Year-In-Review report. There were no questions or comments.

9. Agenda Item 9 – Other Business

Clerk Green asked if anyone had anything to add about the meeting. With no comments or questions, Clerk Green adjourned the meeting.